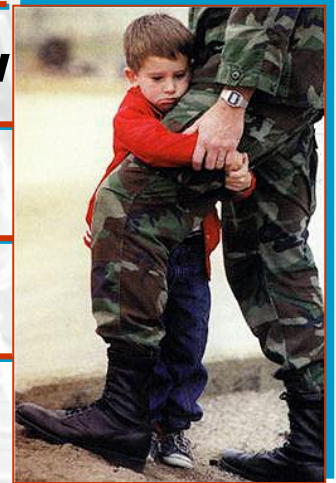


Agenda

- **Community and Family Support Center Overview**
- **Family Readiness Groups (FRG)**
- **Army One Source (AOS)**
- **Relationship Between Active Duty, Guard and Reserve**
- **2ID MWR Action Plan**
- **CFSC Support to Deployed Soldiers OIF/OEF**
- **Family Programs / MWR Outlook: FY 04 and Beyond**
- **Questions / Discussion**

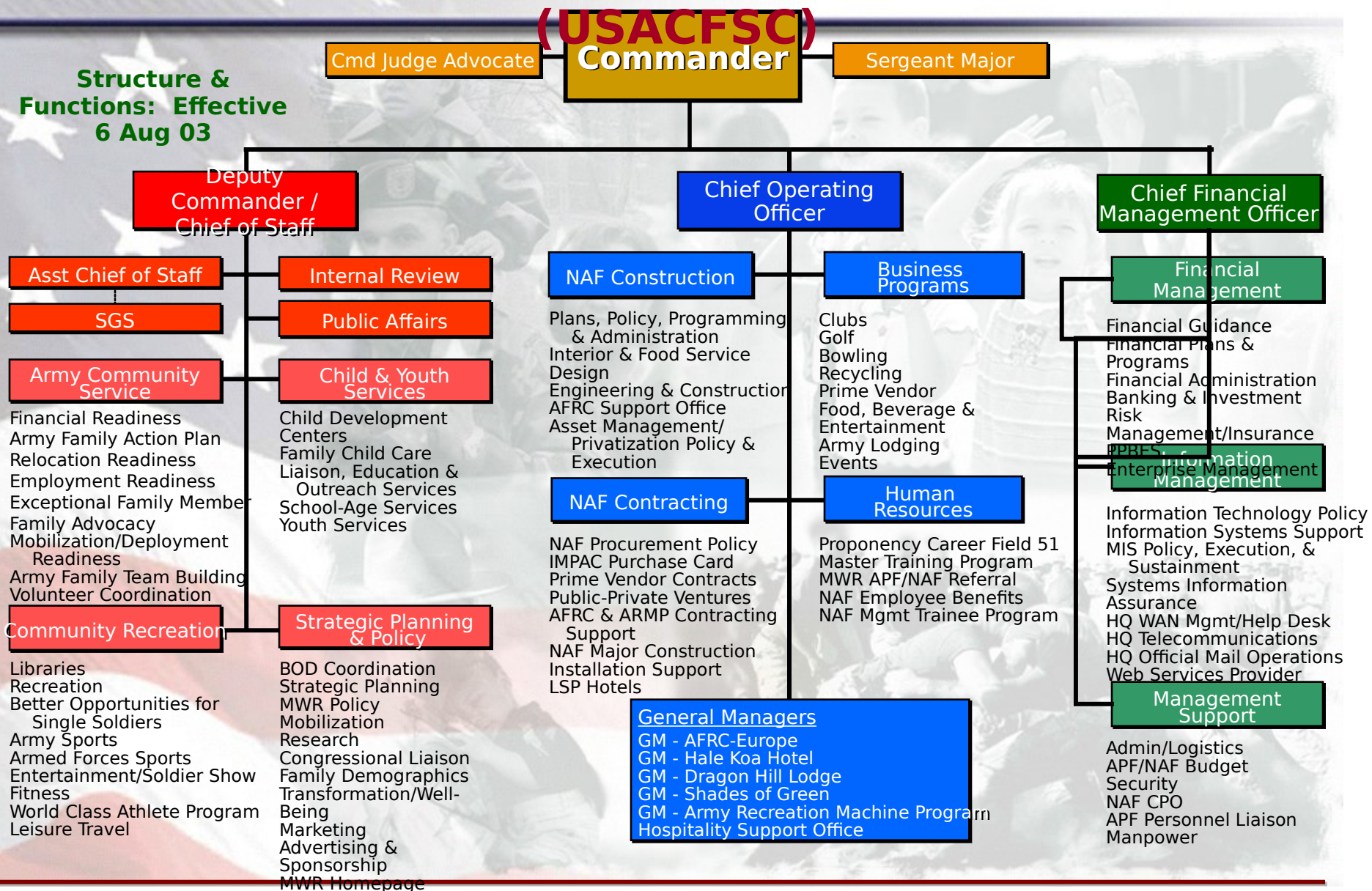


Agenda

- **Family Readiness!**
- **A Little MWR Stuff**
- **Easy Questions /**
- Discussion**



U.S. Army Community & Family Support Center



Family Readiness





Family Readiness Groups (FRG)

Family Readiness Trends

- **Spring '03: Early Operation Iraqi Freedom 1 (OIF1 and OEF4)**
 - 3ID, 101st, others had very short notices
 - Some units experienced challenges with Family Readiness Groups and Rear Detachments
 - Controversy over re-deployment dates
- **Spring '04: Late OIF1; early OIF2 and OEF5**
 - + Greater command emphasis and predictability(*)
 - + Family Readiness Groups and Rear Detachments in-place, trained and certified
 - + ARNG and USAR families covered down
 - Extension of 1AD and 2ACR stressful; initiatives underway to mitigate stress
- **Overall trends:**
 - + Better commo: Soldier and family
 - + “We’re better off than DS/DS”
 - + ACS - very effective
 - + Inst’s have innovative programs, “Making A Difference”
 - + Most MACOMS are installing FRG deployment assistance
 - + Fewer families going home
 - Need better linkages to junior enlisted spouses
- **Kaiser Foundation findings:**
 - Stress among children
 - Army can’t sustain this TEMPO
 - Deployments will impact retention
 - + The Army has great Family Programs

Mitigating FRG Leader Burnout

➤ Unit / installation approaches:

- “Co-FRG Leaders” or “Tri-FRG Leaders” work in Europe, other places
- Limiting FRG Leader “tour length” to six months helps
- Establishing a gathering place for mutual support (“Yellow Ribbon Rooms,” “Soldier and Family Readiness Centers,” etc.)

* *Some installations / FRGs don't believe burnout is an issue*

➤ MACOM strategies:

- Sec Army Brownlee provided \$12M to: USAREUR, USARPAC, FORSCOM, ARNG, and USARC; USASOC given GWOT funds
 - ✓ USAREUR is hiring 49 temporary over-hire positions at the brigade and battalion level
 - ✓ FORSCOM has a central contract to provide 80 paid FRG assistants at corps, division and brigade levels

✓ **ARNG and USAR will use short term contractors to provide**

Strategies to Address Stress Among Children

➤ Army Community Service

- **OP READY for Kids:** age appropriate curriculum to help children and youth address emotional issues
- **Your Buddy CJ - Helping You to Understand Your Feelings:** a CD-ROM targeting military families, with children 3-8 year olds
- **New Parent Support:** support for first-time parents

➤ Child and Youth Services

- **Partnerships with Boys and Girls Club of America and USDA 4-Hs:** provide a support network for families
- **Child and Youth Mobilization and Contingency Handbook:** contains an entire chapter aimed at children/youth coping with stress
- **Operation Child Care:** provides short-term respite and reunion child care for members of the National Guard and Reserves returning from OIF and OEF
- **Operation Military Kids:** partnership between Army CYS, 4-H Clubs, and MCEC to create community support networks for military youth

Support for Waiting Families

➤ **Army Community Service (ACS)**

- Connect CONUS families with support services
- Provide Army One Source to dispersed families
- Offer Army Family Team Building on-line training
- Make spouse employment referrals; assist with resumes; recommend skills training
- Provide financial counseling
- Offer respite care for families with exceptional family members

57,000 family members referred to jobs -- \$182M added to Army households

➤ **Child and Youth Services (CYS)**

- Offer extended hours
- Deliver respite / reunion care
- Provide hourly care for unit functions
- Coordinate school support services
- Facilitate youth communication with deployed parents
- Address outreach and support services for youth

Provided 460,000+ hours of deployment related child care in support of OIF and OEF



Army One Source (AOS)

Army One Source (AOS)

- **Assistance/information line, 24/7, using telephone and web**
- **Six face-to-face counseling sessions provided by professional civilian counselors in CONUS**
- **Comprehensive array of prepaid educational materials**
- **140+ languages simultaneously translated, TTY/TTD accessible,
on-line accessible for low vision users needing assistive technologies (section 508 compliant)**
- **Private communication**
- **From South Korea toll free:**

AOS Trends / Specific Examples

➤ General trends as of 27 May 04:

- AOS consultants responded to 10,139 telephone calls, received 16,207 online visits, made 2,181 referrals for counseling (38 calls and 92 online visits from Korea)
- 35% of calls dealt with emotional well being, 22% military life, 12% everyday issues, 8% financial, 7% legal, 7% parenting and child care, 4% health, 3% education, 2% elder care

➤ Examples:

- **Call:** A spouse who went to live with her husband's family in Montana while he was on an unaccompanied tour to Korea called AOS to find local resources for a special needs child. **Response:** She was provided with information and resources within her community.
- **Call:** A spouse called about employment opportunities at their next duty station. **Response:** She was referred to state employment agencies and ACS Employment Readiness programs where she received a list of local job openings.
- **Call:** An active duty single parent arrived at his new duty station and found out Child Development Centers and Family Child Care had a minimum of 30 day waiting list. **Response:** He was provided with a list of child care providers with immediate openings in his price range, in a 10 mile radius of the installation of licensed, reputable child care providers.



~ Live Demonstration ~

Connect via the Internet:

- Army One Source
- Army Child Education Coalition
- Army Well-Being



Relationship Between the Active Duty, Reserve and Guard

AC/RC Synchronization

➤ **ARNG and USAR family readiness initiatives:**

▪ **ARNG:**

- ✓ Operates 405 Family Assistance Centers
- ✓ Enhanced Guard Family Team Building and Guard Family Action Plan
- ✓ Conduct town hall meetings for families of deployed Soldiers
- ✓ Appointed Rear Detachment Commanders for deploying units

▪ **USAR:**

- ✓ Conduct family training for volunteers, Soldiers, staff at Family Program Academies
- ✓ Contact families within 48 hours of the Soldier being mobilized
- ✓ Use email to maintain constant contact with families of deployed Soldiers

➤ **Tri-Component initiatives:**

- Many AFAP issues previously active duty were expanded to the RCs
- Development of a Multi-Component Family Support Network
- Child care for geographically dispersed families
- Funded training for reserve component volunteers and families
- Quarterly AC/RC meetings to improve coordination and collaboration

Multi-Component Family Support Network (MCFSN)

➤ VCSA Tasker

- Develop the concept for a Multi-Component Family Support Network to best serve the Active, Guard and Reserve Force.
- Tasker originated from a conversation between GEN Casey, LTG Helmly, MG Pudlowski, and BG Decker at the 18 Nov 03 Army Family Action Plan (AFAP) General Officer Steering Committee (GOSC)

➤ VCSA Guidance

- 23 Dec 03 - Approved concept for staffing and refinement with the following guidance:
 - Get out to the field and talk to family members of all components
 - Identify where families are located and what the needs are
 - Understand the demographics
 - Determine the capacity/affordability to provide services
 - Don't build expectations
- 4 Mar 04 - Comments at Army Well-Being GOSC:
 - Any family member should be able to use any front-door service to receive assistance
 - AC/RC Family Readiness disconnected - break down the firewalls
 - Leverage the ARNG/USAR aspects of their available support systems
 - Address child care issues

Existing Family Support

Northwest

Northeast

Pacific

Southwest

Southeast

ACTIVE:

- Active Army Installation
- ★ IMA Region Headquarters
- ◎ US Army Recruiting Battalion

ARNG:

- ▲ National Guard Joint Force Headquarters (JFHQ)
- # ARNG Family Assistance Center

USAR:

- ◆ Regional Readiness Command (RRC)

Ms. Teri Dumeyer/CFSC-SP (703) 681-7423/teri.dumeyer@cfsc.army.mil

18 of 33

09/13/16

Existing Family Support

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Northeast

Pacific

Southwest

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09/13/16

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Family Coverage Under a MCFSN

Increased Staffing Provides More Robust Support

5 ACS Centers
1 NGB JFHQ CMD
11 NGB FACs
1 ISFAC
1 USAR RRC
1 USAR DRC

Active Duty

Soldier assigned to Ft Benning

Soldier & Spouse reside on-post

- Full Array of Installation Services
- + *Fills support gaps in:*
Mobilization/Deployment, EFMP,
Spouse Employment, Financial
Readiness
- Unit Family Readiness Group (FRG)
- Army One Source
- + *MyArmyLifeToo.com*
- + *Ten Touch Personal Contact*

Family lives Albany, GA

- Access to Installation Services
- Unit FRG
- Army One Source
- ARNG Family Assistance Center
- + *Enhanced Web-based Support*
- + *Community Based Service*
Partnerships
- + *Ten Touch Personal Contact*

AC or RC Soldier / Family Living Throughout Georgia
Can Access Services at Nearest Location

Adequately Resourced Family Programs = Combined Family Program
Operations, Training, Interoperable Information Systems, Program
Standards and Uniform Metrics

National Guard

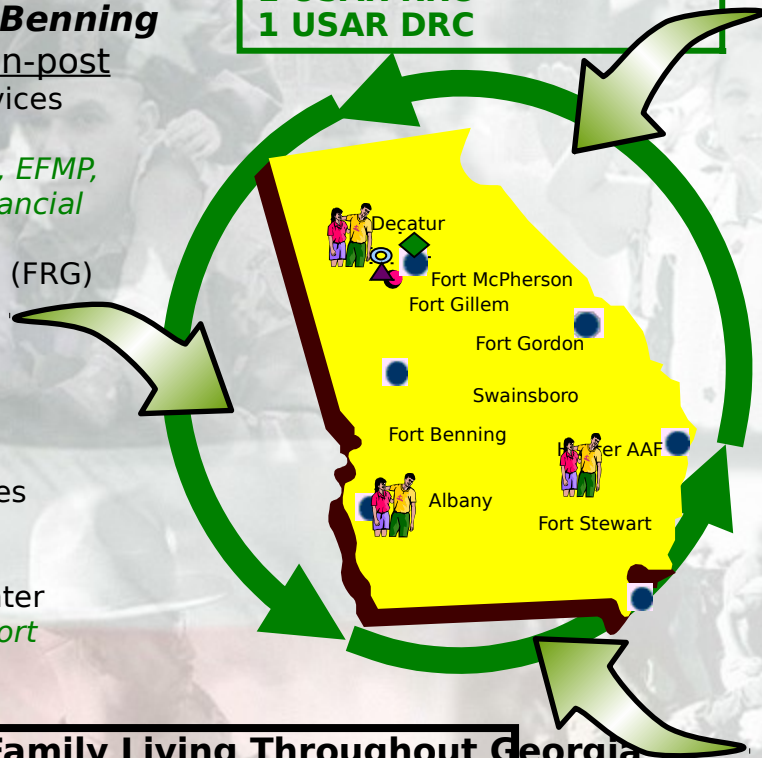
Soldier Mobilized, Unit in Iraq

- 12 Family Assistance Centers
- Army One Source
- Unit Family Readiness Group
- GA Inter-Service Family Assistance Committee (ISFAC)
- + *Enhanced Web-based Support*
- + *Enhanced Community Based*
Service Partnerships
- + *Ten Touch Personal Contact*
- + *Program Standards*

Army Reserve

Soldier Cross-Leveled to III Corps

- 1 Regional Readiness Command
- 1 Direct Reporting Command
- Army One Source
- GA ISFAC
- + *Enhanced Web-based Support*
- + *Enhanced Community Based Service*
Partnerships
- + *III Corps Unit Family Readiness Group*
(AC)
- + *12 ARNG Family Assistance Centers*
- + *Ten Touch Personal Contact*
- + *Program Standards*



MCFSN Child and Youth Capability (Georgia)

DECATUR (30031) 15th USAR Garrison Spt Unit

USAR Soldiers use Army One Source to locate child care/options for youth in local community and pay the "going rates" with no reductions in fees

Local SETS School District provides school transition support to families regardless of USAR Soldier activation status

Activated USAR Soldiers are eligible to use Ft McPherson & Atlanta NAS Child & Youth Programs; and access **Army Sponsored Community Based Child Care** in the Decatur 30031 zip code area **at reduced rates** thru central Army vendor

Child care may be provided for Family Readiness Groups and during **weekend drill**

USAR Youth may participate in after school options as part of **Army Sponsored Community Based Youth Outreach Programs** and **special events** targeted at USAR Youth

Activated USAR Soldiers are eligible for **low or no cost Child & Youth Deployment Support Services**

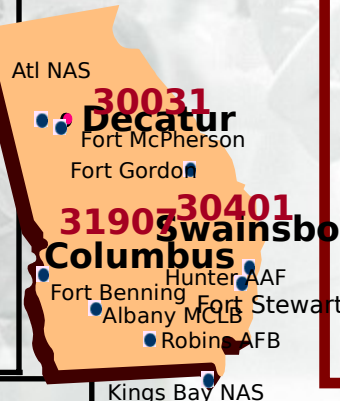
Active Component Soldiers are eligible to use Ft Benning Child & Youth Programs **at reduced rates** regardless of whether they live on or off-post

Activated ARNG and USAR Soldiers are eligible to use Ft Benning Child & Youth Programs **at reduced rates**

Children of AC, ARNG or USAR Soldiers receive **school transition support services** from local SETS school district

Remote Family Members: Spouse relocating from Ft Benning, e.g., to Cody, Wyoming while Soldier is deployed, can access **Army Sponsored Community Based Child Care and Youth Outreach Programs** in the new location, Cody, WY, 82414 zip code **at reduced rates** thru central Army vendor

Activated Soldiers are eligible for **low or no cost Child and Youth Deployment Support Services** (e.g., R&R care, respite care, extended "duty day" care), FRG child care regardless of location (Ft Benning or Cody, WY)



MCFSN Child and Youth Capability (GA)

EXPEDITIONARY FORCE INTEGRATED APPROACH

SERO Region Child & Youth Office 4-H State Military Liaison

RCC Child and Youth POC B&GC Regional Office

ANG State Child and Youth POC Child Care Aware

Army One Source

SERVES GEOGRAPHICALLY DISPERSED SOLDIERS

Military Operated Installation Child and Youth Programs

5 Army, 2 Navy, 1 Air Force, 1 Marine Corps

Army Sponsored Based Child and Youth Programs

23 County Child Care Network Offices

*NOTE: Zip Codes enable Child & Youth Programs to be delivered "Where They Live" **7 USA Federal Child Care Programs**

SWAINSBORO (30401) 878th Eng Bn

ARNG Soldiers use Army One Source to locate child care/options for youth in local community and pay going rates with no reduction in fees

Children of ARNG Soldiers receive **school transition support** from local SETS school district.

ARNG Soldiers in Activated Status may access **Army Sponsored Community Based Child Care** in the Swainsboro 30401 zip code area **at reduced rates** thru central Army vendor.

Child care may be provided for Family Readiness Groups and during **weekend drill**

ARNG Youth may participate in after school options as part of **Army Sponsored Community Based Youth Outreach programs** and **special events** (e.g., camps, leadership forums) targeted at ARNG Youth

Activated ARNG Soldiers are eligible for **low or no cost Child and Youth Deployment Support Services**

CFSN Concept for ACS/CYS Family Support Programs - Efficiencies and Improvements

➤ Army Community Service/Family Programs

- **Provides timely, predictable, targeted information**
- **Establishes standards for common levels of support**
- **Implements network of support regardless of physical location**
- **Improves families ability to manage during deployments**
- **Extends support capability to manage deployment surges**

➤ Child and Youth Services (CYS)

- **Expands Army capability to meet unmet demand**
- **Provides flexibility to address rebasing and BRAC**
- **Lowers fees for Soldiers using community-based care**
- **Reduces need for Child Care MILCON**
- **Includes quality assurance mechanisms for community-based care**

“2ID MWR Action Plan” Overview

- ☒ **Jan 04** **CG, CFSC develops “2ID Action Plan”**
- ☒ **Mar 04** **Provided unit party idea booklets and marketing materials**
- ☒ **Apr 04** **Assessment visit by CFSC staff and HQ IMA**
 - Briefed COL Christiansen, Area I Commander
- ☒ **Apr 04** **DHL commences “Warrior Express Weekend” discount package**
- ☒ **Apr/May 04** **Provided “out of the box” special events promotional packages for FBE venues**
 - NASCAR Summer Promotion, Apr-Jun 04
 - Pro Bowler’s Association Promotion, Jul-Aug 04
 - “Leading Edge” Bowling Promotion, Oct 04-Feb 05
- ☒ **May 04** **R&R/Block Leave Program expanded to Hale Koa Hotel and Shades of Green**
- ☐ **Jun 04** **MIPR \$200K to IMA KORO for 2ID use in securing “big name entertainment” (AFE/USO and/or commercial entertainment)**
- ☐ **Jun 04** **Finalize Hale Koa Hotel incentive program for Soldiers/NCOs of the Quarter/Year**
- ☐ **Jun 04** **On-site training to build 18-month recreation programming calendar**
- ☐ **Jul 04** **Develop a family readiness and deployment cycle support plan to connect 2ID families to CONUS-based waiting families programs, Army One Source, and**
Army
Family Team Building
- ☐ **Oct 04** **Coordinate visit by world champion pool player to support 2ID pool tournament**

CFSC Support to OIF/OEF

as of 27 May 2004

- **Provide equipment and services to enhance MWR programs at 47 camps in Iraq:**
 - **Fitness Centers (\$3M) for an additional 20 large and 47 small facilities**
 - **No-Fee “Internet Cafes” - 21 operational, 9 staged for installation**
 - **“USA Express” live entertainment - on tour until 7 July**
 - **800 Book Kits per month**
 - **1,600 Unit Level Recreation Kits**
 - **130 “Theater-In-A-Box” (DVD/VHS capable/replacement tapes and CDs)**
 - **750 TV Play Stations (video games)**
 - **388 “Video Messenger” to stay in touch with families**



*SPC Dustin Blanchard
101st, Ft. Campbell, KY*



Family Programs / MWR

Outlook: FY 04 and Beyond

➤ **Money is Tight!**

- ➔ Every dollar spent must support transition to a joint and expeditionary Army with campaign qualities, and in particular the Army Priorities
- ➔ Army Priorities include: GWOT, Soldier, Modularity, AC/RC Balance, Installations as Flagships, Force Stabilization . . . A Total of 13 Priorities

➤ **Impacts:**

- Army-Wide
 - ➔ Expect divestiture or cuts in some Army programs
 - ➔ Elimination of program redundancies
- CFSC
 - ➔ ACS staffing shortages may not be filled → AFAP will be better nested with Army priorities
 - ➔ Unable to fund victim advocates → Staffing of MWR facilities won't improve

➤ **Initiatives Under Study:**

- ➔ Development of a Multi-Component Family Support Network
- ➔ Implementation of a Child Care BIC pilot, to lease and certify child care facilities off-post
- ➔ Expansion of R&R/Block Leave program to Hale Koa and Shades of Green

➤ **Assessment:**

- ➔ Family Readiness will remain strong
- ➔ MWR support to deployed Soldiers will remain a priority
- ➔ MWR and AFRC facilities will be in greater demand
- ➔ Continuing attention will be given to stress on families
- ➔ Some legacy MWR services may fall out; new approaches will be tried



Any Questions?
~Relatively
Easy~

The background is a collage of three images. The top left shows a close-up of the American flag's stars. The top right shows a soldier in uniform looking forward. The bottom right shows a group of children, some with their hands raised. A large, stylized graphic of a blue and yellow arrow points from the bottom left towards the center, where the title is located.

Back-up Charts

Army Spouse Employment Partnership (ASEP)

➤ Initiatives

- Continue quarterly ASEP meetings -- March, June, October, December 2004
- Develop and implement a strategic communication and marketing plan
- Create metrics to evaluate partnership success
- Train ACS Employment Managers and Corporate HR staff
- Expand to add 10 corporate partners

AAFES	Hospital Corp. of America
Bell South	Home Depot
Boys and Girls Club of America, National Headquarters	Lockheed Martin
Computer Sciences Corporation	Manpower, Inc.
CVS Pharmacy	Merck and Company
Dell Computer Corporation	Sears Logistics Services, Inc.
Sprint	Army Career and Alumni Program (ACAP)
Civilian Personnel Policy	

Army Child and Youth Services (CYS)

Operation: Proud Partners

- **Army partnership with Boys & Girls Clubs of America (BGCA) to enhance programming and increase predictability of services provided at local Boys & Girls Clubs to serve geographically dispersed / military-connected youth**
 - Expands after-school programs for 3700 Army youth by using BGCA community facilities/programs
 - Uses PL 106-65 “Outreach Authority”
 - Funding for program improvements provided by Army and BGCA
 - Serving at least 100 additional Army youth annually
 - 5 initial locations in FY03; 13 locations added in FY04

Army Volunteer Corps (AVC)

➤ Background:

- Sep 02: Convened an Army Volunteer Summit, Crystal City, VA
- Feb 03: AFWBAC approved plan
- Aug 03: Trained ACS Volunteer Program managers and presented the Volunteer Leader Handbook
- Apr 04: Implemented Army Volunteer Corps during National Volunteer Week
 - ✓ 88,000 AVC lapel pins and 2,500 posters mailed to
 - ✓ Installation Volunteer Coordinator name changed to Army Volunteer Corps Coordinator (AVCC)



➤ Initiatives:

- Establish a DA-Level Volunteer Working Group - Oct 04
- Develop Army Volunteer Corps Guidebook - Jan 05
- Develop an Army-wide database management system - Mar 05
- Develop partners with Volunteer National Organizations - Jun 05

AFAP Conference, November 2003 -- “Celebrating Twenty Years of Success”

- **This year: 104 issues submitted; top 24 entered the Action Plan**
- **Top five issues:**
 1. Survivor Benefit Plan (SBP) and Social Security Offset
 2. Mortgage Relief for Mobilized Reserve Component Service Members *(tie)*
 2. Death Benefits for Stillborn Infants *(tie)*
 4. Lodging and Subsistence for Family Members of Hospitalized Service Members
 5. Mandatory Review of Weight Allowance for Permanent Change of Station Moves
- **A first, delegates assessed OEF and OIF family readiness.**
 - + Soldier and family preparedness
 - + Commo: Soldier → Family
 - + Effectiveness of ACS
 - Media reporting of casualties
 - Deployment/re-deployment dates changed
 - Rear Detachment Training *(tie)*
 - Command emphasis on FRGs *(tie)*
- **VCSA directed:**
 - ✓ Send “OEF/OIF assessment” message to MACOM Commanders
 - ✓ Give Dr. Chu an AFAP brief
 - ✓ Develop a “multi-component family support network”

Relationship of Army Family Councils to MWR Forums

“MWR BOD”: 4-Star Forum

- ASA(M&RA)
 - 4-Star MACOM Cdrs
 - CG, USARPAC
 - SMA
 - G1, Army - Executive Secretary
- (Invitees/Admin Support: FM&C, OTJAG, ACSIM, CFSC)

“MWR EXCOM”: 2 & 3-Star Forum

- G-1, Army (Chair)
 - DCG/COS MACOMs
 - Small MACOM Rep
 - Dep Asst Sec Army (HR)
 - Dir of the Army Budget
 - ACSIM
 - SMA Rep
 - Retiree Rep
- (Non-voting Members: OTJAG; Cdr, AAFES, CFSC)

“AFWBEC”: 4-Star Spouse Forum

- CSA Spouse - Chair
 - VCSA Spouse
 - 4-Star MACOM Spouses
 - 4-Star Joint spouses
 - SMA Spouse
 - CG, CFSC - Executive Secretary
- (Advisors/Admin: OCSA, CFSC)

“AFWBAC”: 2 & 3-Star Forum

- Spouses of CSA/VCSA - Co-Chairs
 - DCG/COS MACOM Cdr Spouses
 - Dir, ARNG and C, AR Spouses
 - MACOM, ARNG and USAR CSM Spouses
 - Small MACOM Reps
 - 2-Star Army Joint Cmdr and SGM Spouse Reps
 - DA-Level SMA Rep
 - MACOM, ARNG and USAR Volunteer Reps
- (Advisors/Admin Support: CFSC, IMA Rep, G1)

Business Initiatives Council (BIC) Initiative - Army Sponsored Community-Based Child Care

- **Pilot initiative to augment Army operated programs on installations**
- **Enables families to access array of child care options regardless of physical location**
- **Approximately 1,000 child spaces to be identified in local communities**
- **Fees reduced up to 25% of going community rate**
- **Care primarily targeted for activated Guard and Reserve, and Accessions Command families**
- **Available 4th Qtr 04 as contracted service through national vendor**
- **Expansion of services under consideration subject to available funds**

Armed Forces Recreation Centers (AFRCs)

**Hale Koa Hotel,
Honolulu, Hawaii**



**Dragon Hill Lodge
Seoul, Korea**



AFRC
S



**AFRC Europe
Garmisch, Germany**



**Shades of Green,
Orlando, Florida**

